



**UNIVERSITY OF LEEDS**

## **CANDIDATE BRIEF**

**Student Support Officer, Student Education Service**



**Salary: Grade 5 (£22,659 – £26,243 p.a.)**

**Reference: ESLFO1077**

**Closing date: 20 September 2019**

## **Student Support Officer Student Education Service**

**Are you passionate about supporting people to make the most of their university experience? Do you want to join a team committed to supporting student education practices and delivering an exceptional student experience?**

Within the Faculty of Social Sciences, you will act as a key contact in the School of Law's student support provision providing support for School of Law students and working with academic colleagues and staff within the wider University to ensure a coordinated and inclusive approach to student support within the School. Alongside supporting individual students to advise them and refer them to the support they need to succeed, you will support activity that promotes wellbeing amongst the student body and facilitate opportunities for students from different backgrounds and cultures to support each other.

You will have the responsibility for identifying, developing and delivering support that enables a diverse cohort of students to succeed. You will be at the heart of the School's student support provision, providing effective administrative support for the personal tutor system, peer mentoring, induction, disability support, the student/staff forum, and attendance monitoring. In addition you will be a vital source of information for students, advising on and administering extensions and mitigation and providing signposting to the wide range of professional support services available within the University.

In addition to your work in the School of Law you will work collaboratively with other staff in the student support function in the Faculty of Social Sciences and more widely to share good practice and encourage knowledge exchange between colleagues to facilitate continuous improvement.

With experience of working in an administrative role you will have excellent communication skills and the enthusiasm to deliver an exceptional student experience. You will be well organised, with excellent attention to detail and a flexible approach to work.





## What does the role entail?

As a Student Support Officer, your main duties will include:

- Providing effective and efficient administrative support primarily for Student Support processes including support for the allocation of personal tutors, peer mentoring and induction;
- Meeting with students on an individual basis to assess their circumstances, provide support, advise on academic policy issues and refer onto specialist support services as appropriate;
- Meeting with students to discuss their attendance and compliance with the University's attendance policy and UKVI requirements and identifying appropriate support;
- Administering coursework extensions and advising about mitigating circumstances applications by responding to enquiries or requests for information, using guidelines and procedures to resolve problems;
- Supporting activities and events that promote an integrated international community amongst the student body, providing students from different backgrounds and cultures with an opportunity to mix and to support each other;
- Working with the Student Union to recruit, engage and connect with student reps to secure effective partnership working with the student body;
- Providing administrative support for academic integrity;
- Participating in and contributing to meetings of the Student Support Team for the Faculty, and other relevant university networks, sharing and adopting good practice and making suggestions on how to develop standardised operational processes;
- Building effective working relationships with a range of colleagues in the School, across the Faculty and the wider University;
- Working with the School Education Service Manager to ensure that the office develops in accordance with the School's Student Education planning cycles and continues to provide a professional service;
- Developing and maintaining knowledge of Student Support and keeping up-to-date with institutional developments and supporting their timely adoption within the Faculty and School.

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of



the post.

## What will you bring to the role?

As a Student Support Officer, you will have:

- An enthusiasm for and experience of working with and supporting students to deliver an excellent customer service and experience in order for them to maximise their potential and achieve success;
- An understanding of the nature of the global student community alongside an understanding of the needs of students from different backgrounds and cultures;
- An ability to build positive working relationships at all levels and to inform, persuade and influence others in a helpful and professional manner;
- Excellent communication skills, with the ability to clearly articulate complex information, modifying your approach to suit different audiences;
- The ability to work effectively in a team environment by collaborating, supporting and valuing the contribution of colleagues;
- Excellent organisational and time management skills, with the ability to work independently and proactively and organise and prioritise your own workload to meet deadlines and conflicting demands;
- Strong judgement and initiative with the ability to effectively interpret and apply policies and procedures, understand and solve problems and make suggestions for improvements;
- Strong IT skills and be proficient in the use of Microsoft Office products, particularly Word and Excel;
- A flexible and adaptable approach, with a commitment to seeking development and learning opportunities and the ability to keep up-to-date with new processes, information and systems;
- Excellent accuracy and attention to detail.

You may also have:

- Evidence of an awareness of the key challenges in the Higher Education sector;
- Experience of participating in networks and improvement initiatives.



## How to apply

You can apply for this role online; more guidance can be found on our [How to Apply](#) information. Applications should be submitted by 23.59 (UK time) on the advertised closing date.

## Contact information

To explore the post further or for any queries you may have, please contact:

**Ms Katie Jones, Deputy School Education Service Manager**

Tel: +44 (0)113 343 8094

Email: [k.h.jones@leeds.ac.uk](mailto:k.h.jones@leeds.ac.uk)

## Additional information

### About the job

You will be responsible to the Senior Student Support Officer and report to the Student Education Service Manager.

### Working at Leeds

Find out more about the benefits of working at the University and what it is like to live and work in the Leeds area on our [Working at Leeds](#) information page.

### Candidates with disabilities

Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found on our [Accessibility](#) information page or by getting in touch with us at [disclosure@leeds.ac.uk](mailto:disclosure@leeds.ac.uk).

## Criminal record information

### Rehabilitation of Offenders Act 1974

A criminal record check is not required for this position. However, all applicants will be required to declare if they have any 'unspent' criminal offences, including those pending.





Any offer of appointment will be in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information page.

